



Language AI for Enterprises

FANO 有光科技 Labs

Agenda

About Us

Technologies

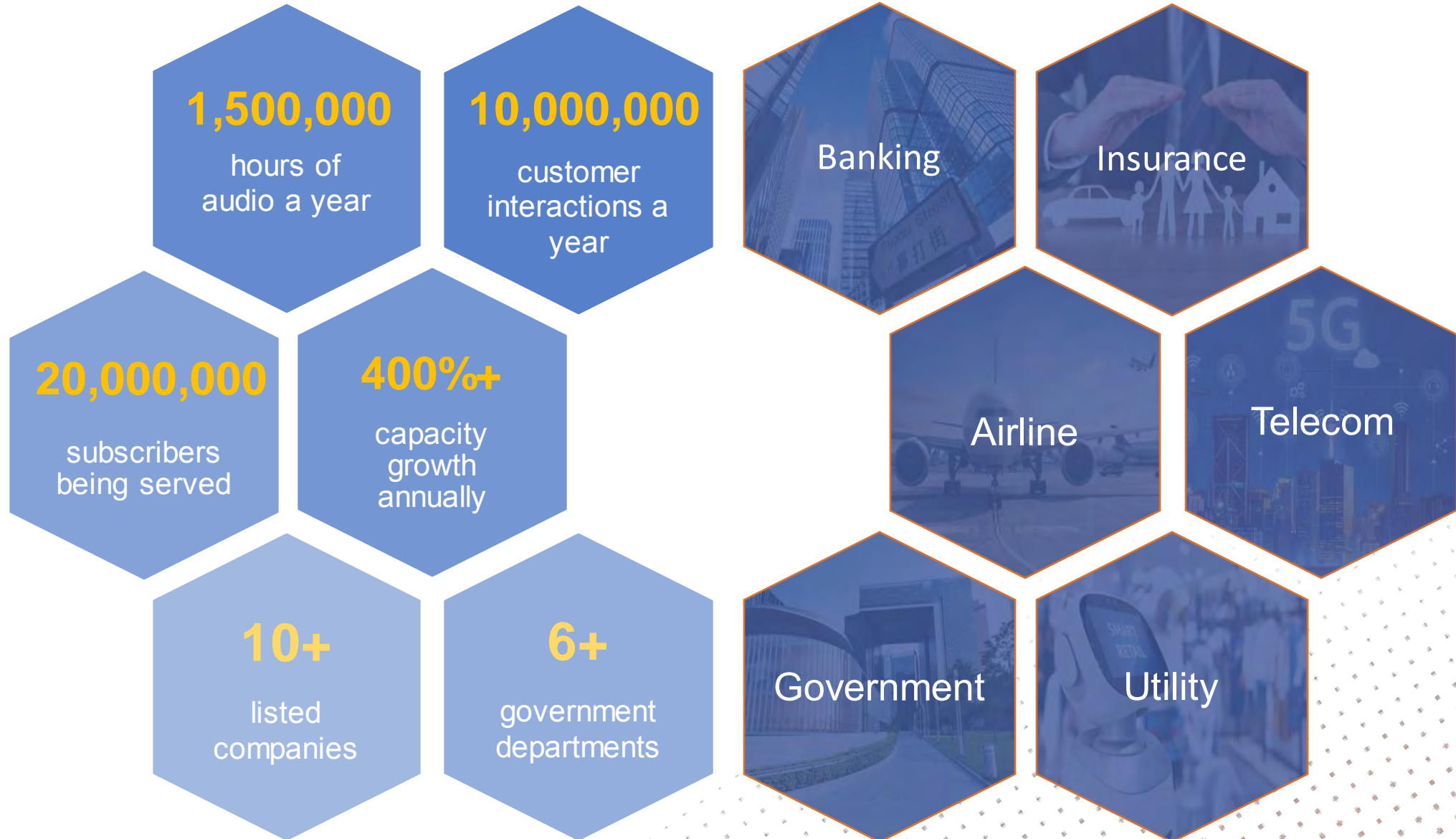
Solutions

Use Cases

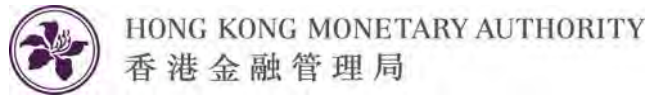
About Fano Labs



Proven Track Records



An Award-Winning Technology



HKMA Global Regtech Challenge 2020
Conduct & Customer Protection, Winner



HKICT Awards 2020
Regulatory Technology and
Risk Management, Gold Award



HKICT Awards 2020
FinTech,
Grand Award



IFTA Fintech Achievement 2020
Regulatory Tech,
Diamond Award



Asia Pacific ICT Alliance Awards 2018
Business Services –
ICT Solution



Alibaba Jumpstarter 2020 Global Top 5 &
DeepTech Team Winner



Hong Kong Awards for Industries 2019
Innovation and
Creativity Award



HKICT Awards 2018
Smart Business,
Grand Award



HKICT Awards 2018
Solution for Business and
Public Sector Enterprise,
Gold Award



Hong Kong Smart City Awards 2018
Smart People



Deloitte Hong Kong
Rising Star 2019

Our Core Team



Prof. Victor Li

Chairman, Co-Founder

- S.B.'77, S.M.'79, E.E.'80, Sc.D.'81, MIT.
- Chair Professor in Info. Eng., HKU.
- Fellow of IEEE, HKIE, IAE, and HKAES



Dr. Miles Wen

CEO, Co-Founder

- B.Eng (2011), Ph.D. (2015), HKU
- Fulbright Scholar, UC Berkeley, CA
- Adjunct Assistant Professor, HKU



Dr. Albert Lam

Chief Scientist, CTO

- B.Eng (2005), Ph.D. (2010), HKU.
- Senior Member, IEEE
- Adjunct Assistant Professor, HKU
- Croucher Research Fellow



Mr. John Poon

VP of Business Operations

- 15+ years exp. in speech industry
- Seasoned sales professional covering APAC regions
- Former executives of Nuance Comm.



香港大學
THE UNIVERSITY OF HONG KONG



香港中文大學
The Chinese University of Hong Kong



THE HONG KONG
UNIVERSITY OF SCIENCE
AND TECHNOLOGY



Berkeley
UNIVERSITY OF CALIFORNIA



UNIVERSITY OF
CAMBRIDGE

- Over a dozen researchers & scientists graduated from UC Berkeley, National Singapore University, Cambridge University, HKU, and HKUST etc., where we also have long-term research collaborations with.
- 30+ solution architect / engineers / technical staff

Technologies

OUR CORE TECHNOLOGIES:

Voice AI & Deep Learning

WHO



Voice Biometrics

- Verify speaker's identity
- Text-independent

WHAT



Speech Recognition (ASR)

- Speech-to-Text
- Supports Mixed Languages

WHO SAID WHAT



Speaker Diarisation

- Identify who said what

WHY



Natural Language Processing (NLP)

- Classify intents, entities, speech patterns

FEEDBACK



Speech Synthesis

- Text-To-Speech (TTS)
- Custom voice

Solutions

Solutions Portfolio



Callinter

Speech Analytics

- Auto quality management
- Uncover business insights
- Advanced query tools
- STT accuracy over 85%+



Navinter



Outima

Voicebot

- Voice navigation with NLP
- Support mixed language
- Improve user experience
- Enhance automation



Callinter Lite

Transcription

- Auto transcription / sub-title
- Auto language detection
- Speaker detection
- STT accuracy over 85%



FocoPIN

Voice Biometrics

- Enhance security
- Text-independent for liveness
- Faster enrollment & verification
- EER below 2%



Accobot

Chatbot

- Support multi-language
- Multi-channel: web, app, social
- Reduce labor cost and operation expenditure



FocoTalk

Text-to-Speech

- Dynamic content
- Natural and expressive
- Mixed language in same voice
- Customizable voice

Incident
Management

- Real-time Voice Reporting
- Automatic Dispatch
- Instant Response in various formats: voice, text, image

Use Cases

Use Case 1: Compliance

Background:

Enterprise conducts tens of thousands customer interactions on daily basis but mostly can cover **only 1-5% of all interactions are checked by compliance team.**

The Problem That Clients are Facing:

When there is compliance breach, it might cause customer churn/complaint, lawsuit and regulator penalty. There is also no mechanism to measure how well the employees follow the compliance rules.

How Fano's Product Helped:

- **Automatically process** all interactions based on the compliance rules
- Customizable
- Identify **risks and generate reports** for the enterprise to follow up.

The Value that Fano's Product Brought:

- Process **100%** of interactions,
- Shorten their handling time by **20-30%**

Use Case 2: Sales

Background:

Enterprises are finding ways to **increase the revenue through tele-sales & contact centres.**

The Problem That Clients are Facing:

The tele-sales turnover rate is high and many of them are not well trained before starting to serve customers. Hence, they will miss lots of sales opportunities. The **current quality assurance does not cover sales related matters.**

How Fano's Product Helped:

The solution will **monitor 100% customer interactions**, automatically

- identify potential **sales opportunities**
- identify who are the **outstanding performers** and best practices
- identify which products/services/offers are successful/unsuccessful

The Value that Fano's Product Brought:

The enterprise can base on the analytic results to fine-tune their sales strategies and training. With speech analytics, the sales successful rate can be increased from **30%-200%**

Use Case 3: Speaker Verification

Background:

Identification and verification (ID&V) is a very important process for users to access services offered by enterprise and government services.

The Problem That Clients are Facing:

Traditional ID&V is **very costly** because many of the scenarios require human intervention. Each process can take 30 seconds to over 1 minute to process. In addition, the traditional verification is **easy to compromise**.

How Fano's Product Helped:

- Verify the speakers' identity automatically when he/she speaks
- text-independent
- keyword detection

The Value that Fano's Product Brought:

- Significantly reduce the operation cost
- **Contact centres: reduce 20% of overall call duration** (which means a saving of average US\$0.4/call).
- For a medium to large size enterprise (2500-5000 calls per day which require verification), it implies a saving of US\$350K-700K per annual.

Use Case 4: Outbound Collection

Background:

Credit card advances and personal loans have grown 2.2X in the last decade. Licensed money lenders have also grown over 170% at the same time. Debt collection becomes a big business.

The Problem That Clients are Facing:

Banks and money lenders still need to hire lots of staff to go through M0 and M1 which are very costly. In addition, due to the nature of this business, the collection staff might run into emotion issues or breaching regulatory compliance.

How Fano's Product Helped:

- Automatic outbound calls according to the borrower list, and complete M0 and M1 stages.
- Follows a standard procedure and responsive to the callees
- Standardized and controllable

The Value that Fano's Product Brought:

- **Reduce at least 30% of work force** with very similar successful collection rate. Assuming a collection department has 25-50 staff, the solution can **save over US\$300-600K** per annual.
- Very scalable and doesn't need to go through traditional recruitment and training
- Compliant to regulations